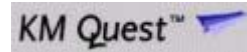


## **KM Quest: practice KM in a simulation!**

Many organisations would like to learn how to implement knowledge management or improve on their current knowledge management practice. Books and courses offer the necessary theoretical background to take the next step on the KM road, but sometimes theory is just not good enough: you want to practice in a safe environment to get some hands-on experience before starting with a real-life implementation. Gaming and simulation can then be just the thing you need.



### *Game*



DNV offers the opportunity to use KM Quest, an advanced online knowledge management game that allows you to practice in a realistic and at the same time safe environment, allowing you to make mistakes, learn from them, while not harming your organisation in reality! The game is available on the web, and can be played in (any number of) teams of 3. Using KM Quest allows you to learn by playing, and helps you to find out which KM issues are relevant for you.

### *Safe environment*

KM Quest supports the development of KM competencies by offering real-life cases. Furthermore, KM Quest builds on the good practice of team learning: you learn KM while interacting online with team members and build on each other's insights. The task of each team is to choose the right mix of KM interventions and implement these in a fictitious organisation. A realistic business model simulation then gives feedback on the actual business performance: did you really make a difference with your KM interventions? KM Quest contains a wide range of KM interventions. What's more, events happen to which a team has to decide to respond to: experts in the company might leave, a competitor might patent an important process, legislation might hinder the launch of a product: what can you as a KM team contribute to this?

KM Quest aligns perfectly with the DNV view on knowledge management. The underlying KM methodology is the same as the one we teach in our face-to-face programmes and of course in our consultancy engagements. KM Quest can therefore be deployed in addition to our courses and complements our consultancy work. KM Quest can be playing without any prior knowledge of KM: within the game environment there are numerous knowledge resources that help you get up to speed with the subject matter quickly. Players with sufficient background can start straight away by entering the simulation!

## Testimonials

*'KMQuest really convinces. Although the learning curve is rather steep, it seems very appropriate for learning and teaching KM. GUI and navigation are very good.'*

Armin Ulbrich, KnowCenter, Austria

*'Today in Lithuania discussions about Knowledge Management take place on theoretical level only. Strategic importance of KM is emphasized, but no practical steps on how to realize the potential of KM are described. 'KM Quest' helps to internalize the practical side of KM in a very short period of time and to evaluate the tactical means that help organizations to improve their results. The interactivity of the game allows for separation of truths and myths around KM, so KM Quest is useful for experts as well as newbie's in the field. Probably the biggest benefit of KM Quest is that acquired knowledge can be applied in own organization on next day after session.'*

Mantautas Jokubenas, Director of CM Group, Lithuania



*'So far I haven't seen anything alike, showing the benefits of training and communication so clearly. Benefits are 'translated' into clear language of financial results and numbers. That is why 'KM Quest' disarms managers not willing to invest in Knowledge Management by clearly showing the return on investment.'*

Kestutis Gecas, Director of Public Relations Technologies, Lithuania

## More information



If you want to play KM Quest and see how it can fit your needs, do contact Senior Consultant knowledge management [Eelco Kruizinga](#) by e-mail or telephone +31-30-2308900.

### **Attractive conditions**

For the higher education segment, we offer attractive conditions. If you want to play KM Quest as part of a regular education programme, do contact Prof.dr. [Robert de Hoog](#) at Twente University, our KM Quest partner for higher education.

KM Quest is the result of the KITS project, a joint initiative of DNV, University of Amsterdam, Twente University, EADS, TNO Italia and ECLO.